

Six Sigma

Business Excellence Breakthrough

*"Delivering Tomorrow's
Performance Today"*

Six Sigma

Your first question is likely....

What is Six Sigma?

Your second question is likely...

Why Six Sigma?

What is Six Sigma?

6σ

Six Sigma Defined

A quality discipline that focuses on product and service excellence to create a culture that demands perfection (on target, every time!)

But, it is much more!

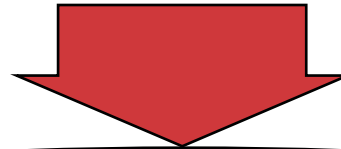
The Range of Six Sigma

σ	% Accurate	Defects per Million Opportunities
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1	30.85	691,500
2	69.15	308,500
3	93.32	66,800
4	99.38	6,210
5	99.977	233
6	99.9997	3.4
7	99.999998	0.020

Why Six Sigma?

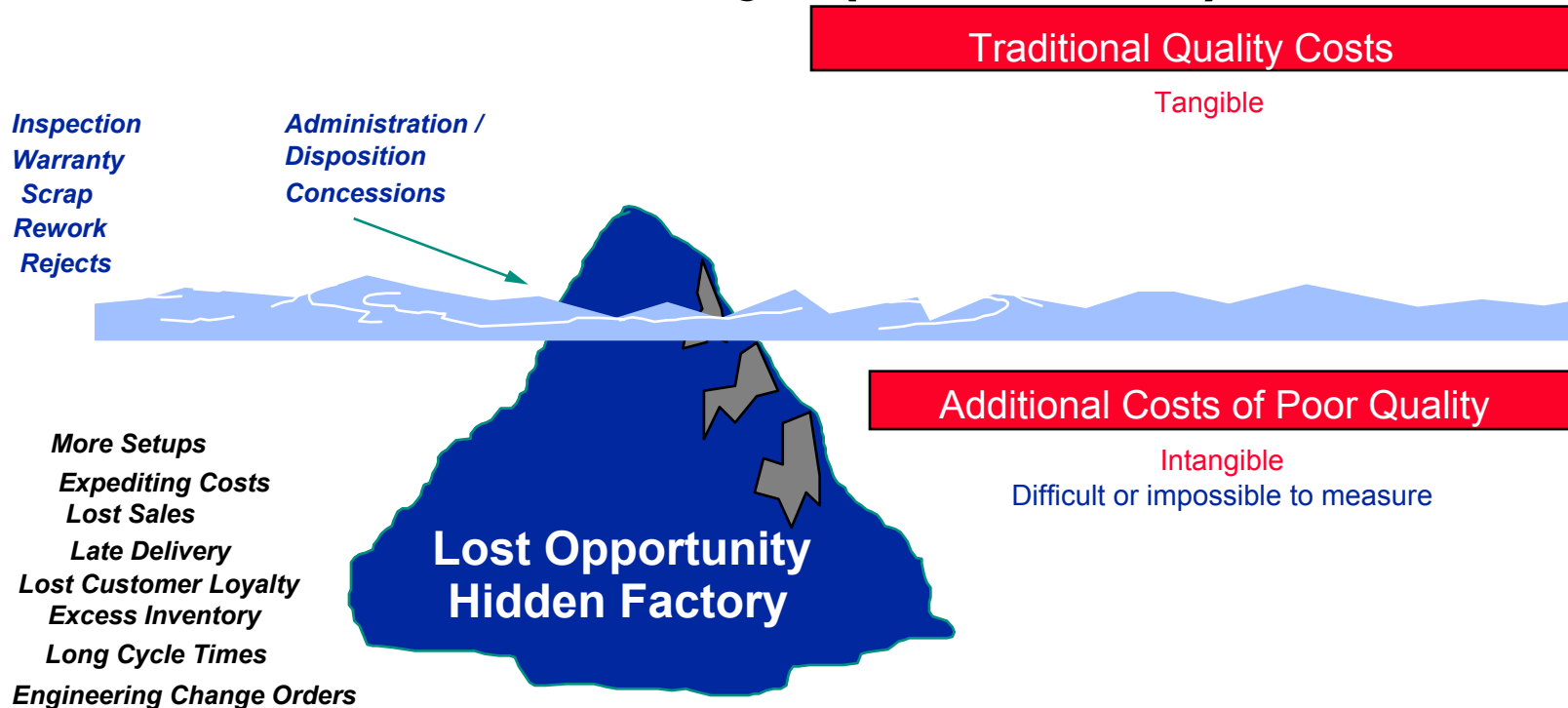
- To deal with a world of declining product prices
- To compete successfully with the best companies in the world



Need to accelerate our rate of improvement of quality and productivity faster than our competitors

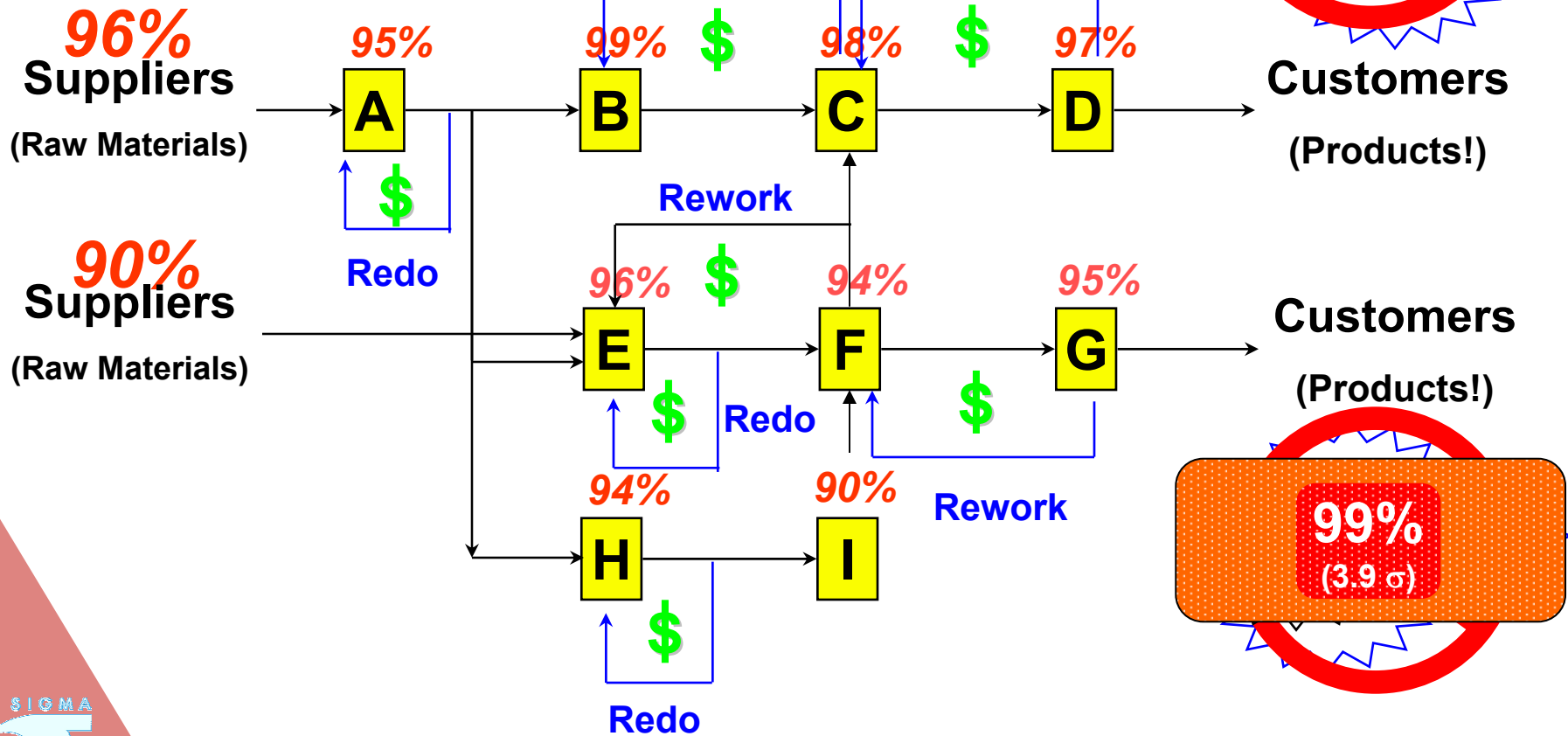
- To establish standard language and approaches across functions and across businesses
- To develop the next generation of leaders

Cost of Poor Quality (COPQ)



Average COPQ Approximately 15% of Sales

The “Hidden” Factory



DFSS

MAIC

No

Yes

Do products, process and service standards exist to satisfy the requirements?

- Breakthrough differentiated performance designs for new process, products & services
- Breakthrough in avoiding cost & capital
- Long-term (NPV) benefits

- Improve current process, products & services
- Hard savings (EBIT) 12-month impact
- *Improving the game!*

No

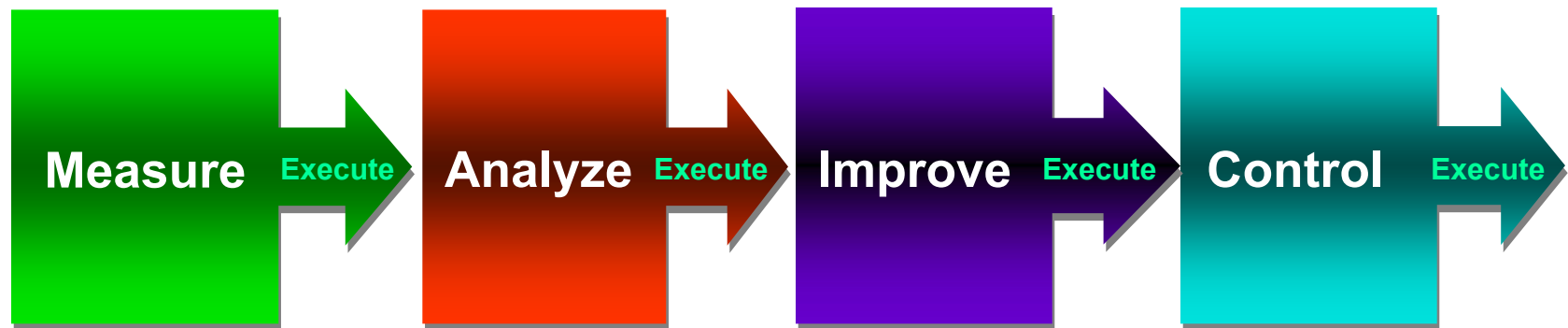
• **Changing the game!**

Control

Leverage



How MAIC Six Sigma Works



MEASURE:

Gathering the right data to accurately assess a problem.

ANALYZE:

Using statistical tools to correctly identify the root causes of a problem.

IMPROVE:

Correcting the problem (not the symptom).

CONTROL:

Putting a plan in place to
make sure that problems
STAY fixed once and for
all....

SUSTAIN THE GAINS!



*At Dow Six Sigma is
more
than a quality Program
- and more than just
dollars*



